

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

<b>CLASSIFICATION TITLE</b> Office Technician (Typing)	<b>OFFICE/BRANCH/SECTION</b> Headquarters / Division of Traffic Operations Office of Budgets & Administration	
<b>WORKING TITLE</b> Office Technician (Typing)	<b>POSITION NUMBER</b> 913-350-1139-xxx	<b>EFFECTIVE</b>

**As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.**

**GENERAL STATEMENT:**

Under the supervision of the Administrative Services Branch Chief (Staff Services Manager I), the Office Technician (Typing) performs a variety of office support services to the Division of Traffic Operations. The incumbent is responsible for performing clerical, purchasing, mailroom, meeting coordination and payroll duties. The incumbent is expected to demonstrate a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds customer expectations. The incumbent will support and promote a positive work environment and productive relationships with all staff and the public in an ethical and professional manner. The incumbent is expected to secure confidential information from unauthorized disclosure.

**TYPICAL DUTIES:****Percentage****Job Description**Essential (E)/Marginal (M)<sup>1</sup>

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|---------|---|
| 35% (E) | <p>Perform general office, clerical and/or typing duties for the Division of Traffic Operations, which may include, but are not limited to the following:</p> <ul style="list-style-type: none"> <li>• Using a variety of Microsoft Office Suite software applications, the incumbent will type and/or format documents (memoranda, letters, itineraries, agenda, schedules, meeting minutes, announcements, notices, spreadsheets, tables, forms, etc.). Review, proofread, and edit documents for completeness and consistency with the Department's Correspondence Manual and Gregg Reference Manual.</li> <li>• Make and distribute copies, perform filing, send and distribute faxes, assist Division staff in using office equipment (i.e., fax and copy machines, printers, and scanners).</li> <li>• Track assignments, move assignments among reviewers and close-out assignments.</li> <li>• Perform data entry as needed.</li> </ul> |
| 20% (E) | <p>Work with Division Purchasing Analyst and various vendors to purchase, receive, and distribute goods (general office supplies, ink and toners, and maintenance kits for printers/scanners/fax machines) in accordance with Departmental policies and procedures.</p>   |

<sup>1</sup>ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.  
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

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Develop a working knowledge of the Department's Acquisition Manual, Cal-Card Handbook, and Advantage Financial System. Track inventory levels of general supplies, ink, and toner to ensure timely purchase of supplies. Complete purchase request documents, secure the proper approvals, use a Cal-Card to make purchases, and reconcile monthly bank statements via Advantage. Examine contents of incoming shipments and compare with purchase order and packing slip to confirm that the goods received are the goods that were ordered, before processing vendor payment through Advantage system. Neatly stock and organize the central supply area. Confer and correspond with vendors to rectify problems, such as damages and shortages. Process invoice disputes for any partial or incorrect shipments. Process accurate vendor invoices through Advantage to ensure that vendor is paid promptly.

Coordinate annual Division calendar and planner order.

Ensure that a sufficient supply of paper is located at each copy machine.

- 15% (E) Coordinate the logistics for division and office meetings/workshops/conferences (face to face, teleconference, video conference, WebEx, etc.). Activities include, but are not limited to: reserving meeting sites, preparing agendas and e-mail invitations and notices, confirming participant attendance, setting up the room and obtaining supplies and equipment.

Assemble and organize handouts and materials for participants (photocopying and developing binder spine, binder covers, index tab labels, etc.).

Coordinate with building management to obtain visitor/guest-parking solutions for meeting/workshop attendees.

- 10% (E) Occasionally serve as back up to the Division Chief's Executive Assistant. Screen incoming calls, independently assess type of information needed, and either furnish desired information or refer customer to appropriate person/office based on Division and Department policies and procedures.

Hand carry division correspondence to the Director's Office as needed. Pick-up, daily or as requested, division correspondence/mail from the Deputy Director's office and handle accordingly.

- 10% (M) Assist SSA/AGPA staff with various administrative functions including human resources, training, property control, safety, wireless services, awards and facilities.

Perform special assignments for Branch/Office/Assistant Division Chiefs or Division Chief.

May be required to ride the light rail to deliver or pick up time sensitive documents.

Develop and maintain a desk manual with current procedures of all major tasks

- 5% (E) Pick-up monthly payroll on pay day, ensure that there is a check/direct deposit advice for each staff person, and distribute payroll.

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Pick-up revolving fund checks (i.e., travel expense claim, salary advance, payroll, overtime, training classes, light rail passes, etc.) on a daily basis. Daily, notify appropriate staff via e-mail that their check/advice is available. Develop and maintain the Check Release Log.

Maintain a system to secure and track the issuance of DGS Cards and Light Rail Tickets. As needed, request additional Light Rail tickets from Commute Management.

Ensure checks, direct deposit advices, light rail tickets and DGS cards are secured at all times and keys to drawers are secured.

- 5% (E) Manage the Division's mail room. Ensure that there is a mailbox for all current Traffic Operations employees and/or units, date stamp incoming mail, distribute mail on a daily basis to each employee's in-box, and forwarding non-division mail to appropriate office/person in the Department. Contact employees who have received packages and arrange for timely delivery. Coordinate the preparation of out-going packages requiring special delivery.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None. May provide guidance to new employees relating to routine division, office or branch procedures

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### KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The position requires knowledge of the Department's organization and lines of communication and protocol, effective communication methods, commonly used software programs (i.e., Microsoft Word/Excel/PowerPoint/Access; FileMaker Pro; Lotus Notes), and how to operate office equipment (i.e., telephone, computer, calculator, copy machine, fax machine, scanner). Must be able to type 40 wpm.

The position requires the ability to perform difficult clerical work; make arithmetical computations; interpret manuals/handbooks and apply the information accordingly; exercise good judgment and tact in dealing with a diverse workforce; communicate clearly and effectively, both orally and in writing; spell, punctuate, and use vocabulary and grammar correctly; organize and maintain files and records; adequately respond to multiple requests for assistance in a timely and positive manner; take initiative and work independently or in a team environment; establish and maintain cooperative working relationships; follow oral and written instructions; apply mature judgment and professional courtesy in all situations; and use tact, poise, and discretion in all interactions with internal and external customers.

This position works with confidential information that must be protected at all times.

The incumbent must possess the following General Competencies:

Analytical Thinking: Approaching a problem by using a logical, systematic, sequential approach.

Communication: Listening to others and communicating in an effective manner.

Customer Focus: Identifying and responding to current and future client needs, and providing excellent service to internal and external clients.

**ADA Notice:** For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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Ethics and Personal Credibility: Upholding ethics and personal integrity, and demonstrating trustworthiness, reliability and responsibility.

Relationship Building: Maintaining and strengthening relationships with others inside or outside of the organization who can provide information, assistance, and support.

Teamwork : Working effectively and cooperatively with other team members to achieve common goals, and complete assignments in a group setting.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Consequence of errors would include extraordinary work being placed on staff to correct mistakes, thus resulting in a loss of State time and resources. Consequences could also include a loss of confidence in the ability of the branch/office to carry out its mission. Confidential information could be disclosed to unauthorized policies.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent must be able to communicate professionally (verbally and written) with all levels of Division staff, Division of Procurement and Contracts, Division of Accounting, Division of Human Resources, vendors, and the public. The incumbent is expected to treat everyone professionally and with courtesy, dignity, and respect; develop and maintain positive working relationships; present a positive, helpful attitude; and be responsive to assignments, deadlines, inquiries, phone calls, e-mails, etc.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard and video display terminal and move general office supplies from one location to another. Must be able to move 25 lbs.

The incumbent must have the ability to multi-task, adapt to changes in priorities, and complete tasks and projects on time, sometimes with short notice. The incumbent must be open to change and new information and be able to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Must deal effectively with pressure, maintain focus and intensity yet remain optimistic and persistent, even under adversity. Value cultural diversity and other individual differences in the workforce. Bending, stooping, and pulling may be required within the normal course of performing some of the responsibilities associated with this position. Customer service is essential in this position. The incumbent must be able to develop and maintain cooperative working relationships, behave in a fair and ethical manner toward others, and respond appropriately to customer issues, concerns and complaints.

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**WORK ENVIRONMENT**

The incumbent will work in a cubicle within a shared room on the 4<sup>th</sup> floor of a 6-story building. The incumbent will work in a climate-controlled environment with artificial lighting for extended periods of time. Due to periodic problems with the heating and air conditioning, the building temperature will fluctuate. Vacations may be restricted during peak times and fiscal year-end closing.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

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Date

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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

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Supervisor (Print)

PHILIP POON

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Supervisor (Signature)

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Date